

WHAT IS CLAIMED IS:

1. A system for managing the workflow of request for services from a department within an organization, the requests for service being provided by other members of the organization, the system comprising:

5 a request for service input module for enabling one or more requesting members of the organization to input information for a request for service from the department by connecting to the system over a network;

a database system for storing information regarding the requests for service received by the request for service input module;

10 a change of status input module for enabling a service provider participant from the department to update the status of a request by connecting to the system over a network; and

a signoff module to enable a service provider participant and a requesting member to signoff a requested service, the participant and requesting member connecting
15 to the system over a network.

2. The system of claim 1 wherein the network comprises an intranet.

3. The system of claim 1 wherein the request for service module enables a user to change a pending request for service.

4. The system of claim 1 wherein the request for service module enables a
20 user to input cost benefit analysis information related to the request for service.

5. The system of claim 1 further comprising a reporting module that enables users to request reports regarding requests for service stored in the database.

6. The system of claim 5 wherein the reporting module enables a user to request a report comprise reports regarding the activities of information technology
25 personnel.

7. The system of claim 5 wherein the reporting module enables a user to request a report based on various parameters of the request for service.

8. The system of claim 1 further comprising a time entry module that enables service provider department participants to enter time regarding requests for
30 service being processed.

9. The system of claim 8 further comprising a reporting module that enables a user to request a report regarding the time activities of one or more service provider department participants.

10. The system of claim 1 further comprising an electronic messaging module
5 that generates a message regarding a request for service, the message including at least one link to the stored request for service.

11. The system of claim 10 wherein the electronic messaging module transmits a message regarding the receipt of a new request for service received by the request for service input module to a service provider department member.

10 12. The system of claim 11 wherein the electronic messaging module transmits a message regarding the receipt of a change to a request for service to the member that requested the service.

13. The system of claim 10 wherein the electronic messaging module transmits a message regarding availability of a service for user testing to the requestor of
15 the service.

14. The system of claim 10 wherein the electronic messaging module transmits a message regarding the availability of a service for warranty review of a service to the requestor of the service.

15. A method for managing the workflow of request for services from a
20 department within an organization, the requests for service being provided by other members of the organization, the method comprising the steps of:

enabling one or more requesting members of the organization to input information for a request for service from the department by connecting through a networked interface system;

25 storing information regarding the requests for service received;

electronically forwarding information regarding the received request for service to a service provider participant;

enabling a service provider participant to signoff a requested service based on performance of one or more tasks in the requested service; and

30 enabling a requestor to signoff a requested service.

16. The method of claim 15 further comprising the step of assigning a received service to one or more service provider participants.

17. The method of claim 15 further comprising the step of enabling a service provider participant to change the status of a request for service through the networked system.

18. The method of claim 15 further comprising the step of presenting a requestor with an interface through which the user may input cost benefit analysis information related to the request for service.

19. The method of claim 15 further comprising the step of presenting a user with a reporting interface through which the user may request one or more reports regarding requests for service stored in the database.

20. The method of claim 15 wherein the one or more reports comprise one or more reports regarding the activities of information technology personnel.

21. The method of claim 15 further comprising the step of presenting a service provider participant with a time entry interface through which time may be entered and stored in a database relative to one or more requests for service.

22. The method of claim 15 further comprising the step of generating a message regarding a request for transmitting links to the stored request for service.

23. The method of claim 15 further comprising the step of transmitting a message regarding the receipt of a new request for service received by the request for service input module to a service provider department member.

24. The method of claim 15 further comprising the step of transmitting a message regarding the receipt of a change to a request for service to the member that requested the service.

25. The method of claim 15 further comprising the step of transmitting a message regarding availability of a service for user testing to the requestor of the service.

26. The method of claim 15 further comprising the step of transmitting a message regarding the availability of a service for warranty review of a service to the requestor of the service.